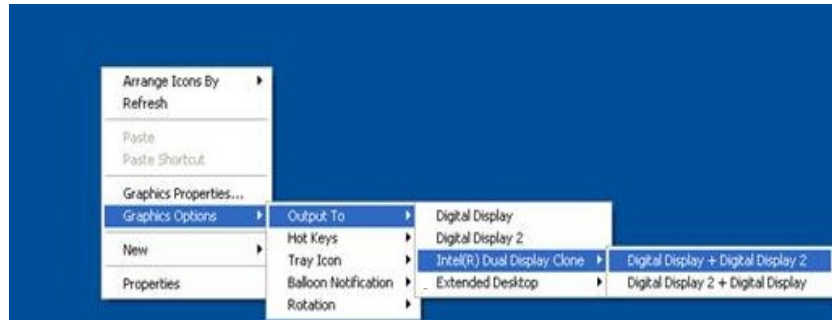


Advanced Troubleshooting Guide

Check clone display is active

1. Login *if the customer is already logged in there is no need to log them out*
2. Right Click on the desktop, Hover over “Graphic Options”, “Output To”, “Intel Dual Display Clone”



3. Click the option “Digital Display + Digital Display 2”
4. The projector and monitor may flick quickly for a few seconds but both should show the same image

This options exists on all the PC's in the AV cabinets and a majority of laptops

Check the power is turned on

Are the lights on the control box on the AV Cabinet off?



1. If the lights are off, ensure that the power to the AV box is both plugged in and on
2. Ensure that the separate switch on the wall is turned on
3. If the lights have still not up, try plugging another piece of electronics into the plug to see if the plug is working, typically lamps and radios are the best options.

Is the standby light on the projector off? or the projector is showing no signs of powering up (if you can't see the standby light)

1. If the light is off, there should be a switch on the wall (similar to a light switch), that controls power to the projector. Ensure this is switched on

Check the volume setting on the control panel and amplifier

Whilst testing sound, it may help to play a sound through the laptop or pc continuously in order to give an indication as to when the problem is solved (a Mozart music file can typically be found in "My Documents/My Music").

1. On the main control panel (where the buttons for Laptop/PC/DVD are) check that the volume lights are lit up and if not turn the volume knob accordingly



2. Open the AV cabinet and check that the amplifier is set to the following
 - Amplifier is powered
 - Source is correct
 - Volume is set



Input Indicators (one should be lit),
if not check power

Input selection (turn)

Power/Standby (red light
should NOT be on) and power
button should be depressed

Volume